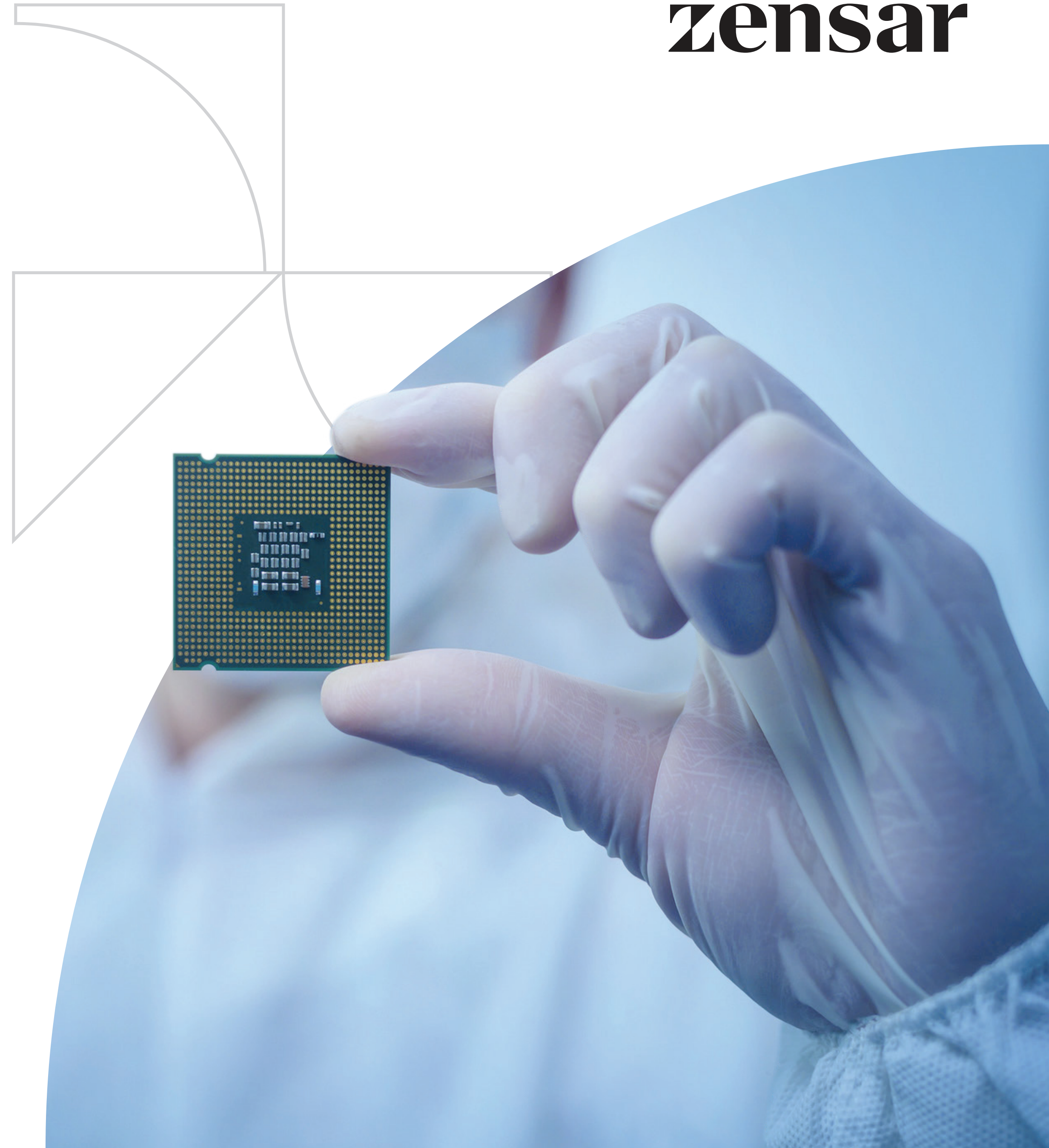# Reduced TCO by upgrading SAP S4/HANA for a semiconductor supplier
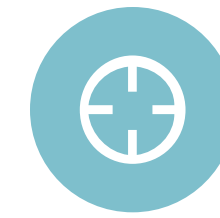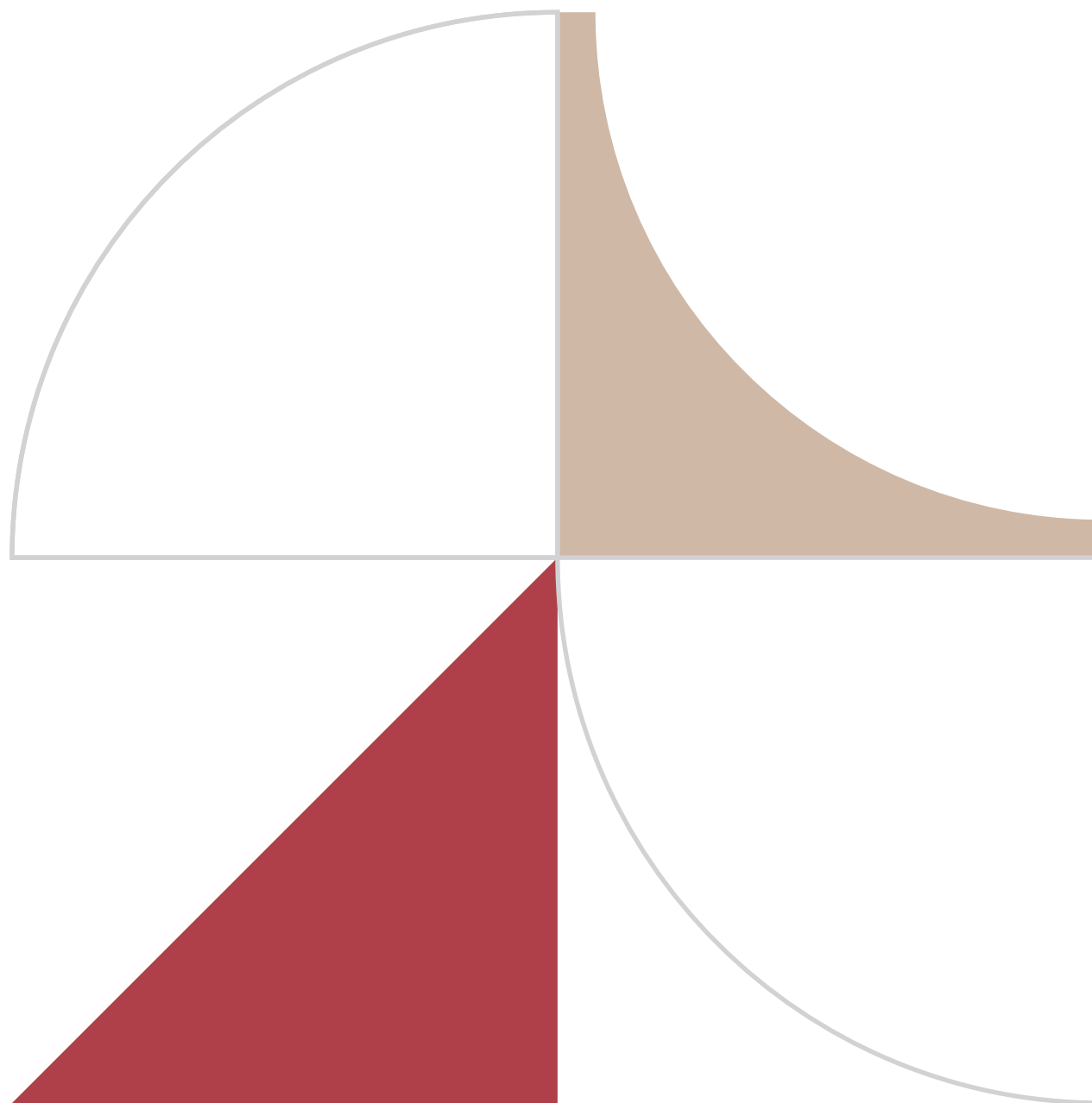
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Case Study

Overview

The client is a developer and supplier of critical subsystems, ultra-high purity cleaning, and analytical services primarily for the semiconductor industry but also for Display Manufacturing, Medical Devices, Research Equipment, Industrial, and Solar Production.

Organization Size: **1000**
Country: **USA**
Revenue: **$500 million**

Challenges and Goals

The client was challenged by the instability of transitioning its existing SAP design to the new version. This affected their Go Live date of on-going projects, and all projects that were in progress. Key requirements were:

- To stay updated with their latest release cycles by exploiting new business functions and processes, and new intelligent technologies
- The new SAP version was not stable and some new issues occurred with SAP which took a long time to correct, like, ACH auto payment & BP.
- A solution provider needed to understand the client's SAP strategy with vital coordination with multiple customer vendors, IT and business teams.

Solutions

We upgraded the peripheral SAP systems to new compatible versions and support pack levels. We adjusted the hardware and operating systems as per best practices suggested by SAP. Our efforts focused on:

- Cutting down 2000+ obsolete transactions
- Using Zensar's Intelligent Platform for E2E Test Automation to perform an end-to-end testing business process testing in the new upgraded SAP version. Config, Custom Developments, Reports, Interfaces. 500+ test scripts were successfully executed in <20 days across US & Japan
- Creating an Impact assessment report to give the client visibility into the changes and modified business processes after the upgradation
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- Giving necessary knowledge transfer to BSAs' on the changes done as part of upgrade.

Business Impact
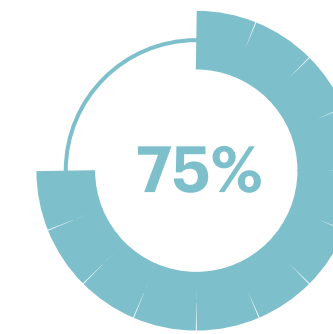
75% Reduction of on-premise incidents

- Reduced cost involved in inventory movement by over 35% and improve on-time delivery by 8%
- Reduced the TCO by 30% using S/4 HANA
- Data harmonized for future use and automation

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At Zensar, we're 'experience-led everything.' We are committed to conceptualizing, designing, engineering, marketing, and managing digital solutions and experiences for over 145 leading enterprises. Using our 3Es of experience, engineering, and engagement, we harness the power of technology, creativity, and insight to deliver impact.

Part of the $4.8 billion RPG Group, we are headquartered in Pune, India. Our 10,000+ employees work across 30+ locations worldwide, including Milpitas, Seattle, Princeton, Cape Town, London, Zurich, Singapore, and Mexico City.

For more information, please contact: **info@zensar.com | www.zensar.com**